

Notice of Data Incident
October 23, 2021

Oakland, CA – Seneca Family of Agencies (“Seneca”) announces a data incident that may have impacted individuals’ information, including past and present clients. Seneca provides mental health services in counties including but not limited to Alameda, Contra Costa, Marin, and San Francisco. On August 27, 2021, Seneca discovered that certain parts of its network may have been accessed and therefore launched an investigation. The investigation determined that an individual may have accessed the network for a brief period of time between August 25th and August 27th, 2021. Therefore, Seneca reviewed the contents of the network and identified information related to certain individuals. Although there is no evidence to suggest actual or attempted misuse of information as a result of this incident, Seneca is notifying individuals with information contained within the network. The type of information varies by individual but includes name and one or more of the following data elements: date of birth, Social Security number, address, phone number, email address, medical record number, treatment/diagnosis information, health insurance information, Medicare/Medicaid number, provider name, prescription information, driver’s license/state identification number, and digital signature. In response to this incident, Seneca changed account passwords and is implementing additional security measures. In an abundance of caution, Seneca is offering potentially impacted individuals access to credit monitoring and identity protection services. To obtain more information about this incident or enroll in these services, individuals should contact Seneca’s dedicated assistance line at 855-675-2841, Monday through Friday (except U.S. holidays), from 6 am- 6 pm PST. Individuals may also write to Seneca at 8945 Golf Links Road, Oakland, CA 94605. Individuals are encouraged to remain vigilant against incidents of identity theft and fraud by reviewing credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Individuals may also place a fraud alert or credit freeze by contacting the credit reporting agencies: TransUnion 1-800-680-7289, P.O. Box 2000 Chester, PA 19016, transunion.com; Experian 1-888-397-3742, P.O. Box 9554 Allen, TX 75013, experian.com; Equifax 1-888-298-0045, P.O. Box 105069 Atlanta, GA 30348, equifax.com. Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission (“FTC”), or their state Attorney General. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.